



NY Harbor Healthcare System
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NEWS RELEASE

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FOR IMMEDIATE RELEASE

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Updated Status of Manhattan VA

Post-Hurricane Sandy, damages continue to be assessed

Manhattan, NY – The Department of Veterans Affairs and the VA New York Harbor Health Care System are continuing to assess and repair the historic damage inflicted by Hurricane Sandy to the Manhattan VA Medical Center. The VA's main goals are to continue to provide care for our Veterans and restore the medical center to full operating capacity as quickly as possible.

As of November 16, VA, working with Federal and state partners, has found extensive damage to the electrical systems, building circuitry, heating, fire protection, elevator, water pumping, and information technology support structure of the medical center.

Hurricane Sandy caused flood damage to over 150 thousand square feet of the facility.

While there is no date at this point when the Manhattan VA Medical Center will become fully operational, work continues to that end. Temporary electrical feeders were installed to critical circuits to provide lighting and power to very limited areas and equipment. Con Edison steam was made available to the facility on November 5th and perimeter heating was restored to the main buildings. However, steam usage has been limited until all replacement equipment is installed.

In the meantime, VA is taking all necessary measures to take care of Veterans in the New York health care system. All Manhattan VA Medical Center staff are working at other VA facilities. Services normally offered at the Manhattan VA Medical Center are taking place at area VA medical centers. Two mobile clinics are located at the Manhattan VA Medical Center site. VA is ready to provide additional mobile clinics if required.

Below is a list of telephone numbers for Veterans to use for information on general health questions, appointments, and for medication refills. We encourage you to share this list with Veterans in your organizations.

- **Medical Emergencies:** Please dial 911.
- **Veteran Information Help Line:** 1-855-269-8338 (Mon-Fri, 8am-4pm) A new Veteran hotline designed to assist patients displaced from the Manhattan VA following Hurricane Sandy. A team of live attendants are available to answer calls and refer callers to appropriate services to meet their needs.
- **VA Nurse Help Line:** 1-866-940-2877 (24/7) to speak to a registered nurse if you experience any symptoms or have any health related questions.
- **Centralized Scheduling:** 1-877-877-9267 (Mon-Fri, 7:30am-8:00pm) if you have questions about an appointment at the Manhattan VA or to schedule an appointment.
- **Mental Health Help Desk:** 1-718-630-3759 (Mon-Fri, 8am-4:30pm) for questions or concerns about emotional well being or psychiatric illness.

- **Pharmacy:** 1-888-207-2004 (Mon-Fri, 8am-7:30pm) You may experience some additional phone transfer delays and may not hear any announcement or music on hold. Please stay on the line. Our agents will answer your call. Pharmacy phone number for ordering refills through the automated attendant (24/7).
- **Pharmacy Call Center:** 1-631-863-4832 to speak with a live attendant about refills, medication interactions or other concerns.
- **Brooklyn VA Medical Center Emergency Department:** 718-836-6600 x3125 (24/7)

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